

101—2.2(181) Informal settlement of controversies. Every possible attempt will be made to handle all complaints and controversies, whether raised by the council or by members of the public, in an informal manner.

2.2(1) In cases of a routine nature, the executive director or chair shall attempt to settle the matter.

2.2(2) In cases not of a routine nature, or in cases in which the efforts of the executive director or chair are unsuccessful, the council itself shall act to resolve the matter.